Joint Personal Property Shipping Office

Colorado Springs

Air Force Personal Property

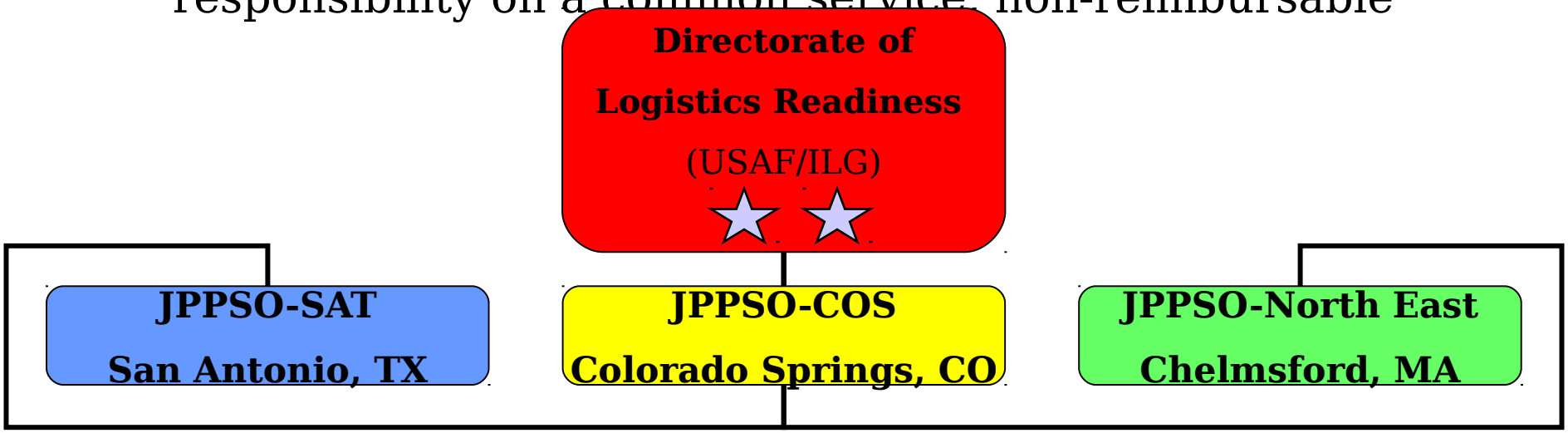
Presented to the

Household Goods Forwarders Association – 42nd Annual Meeting

Presented by **Lt Col David L. Holt, Director**

Charter

JPPSO-COS is an activity, staffed and operated by members from two or more military services, in support of all service components for movement of Department of Defense members' Personal Property. Services provided include acquisition of transportation, storage, and related services within a specified area of responsibility on a common service, non-reimbursable



Goals of Regionalization

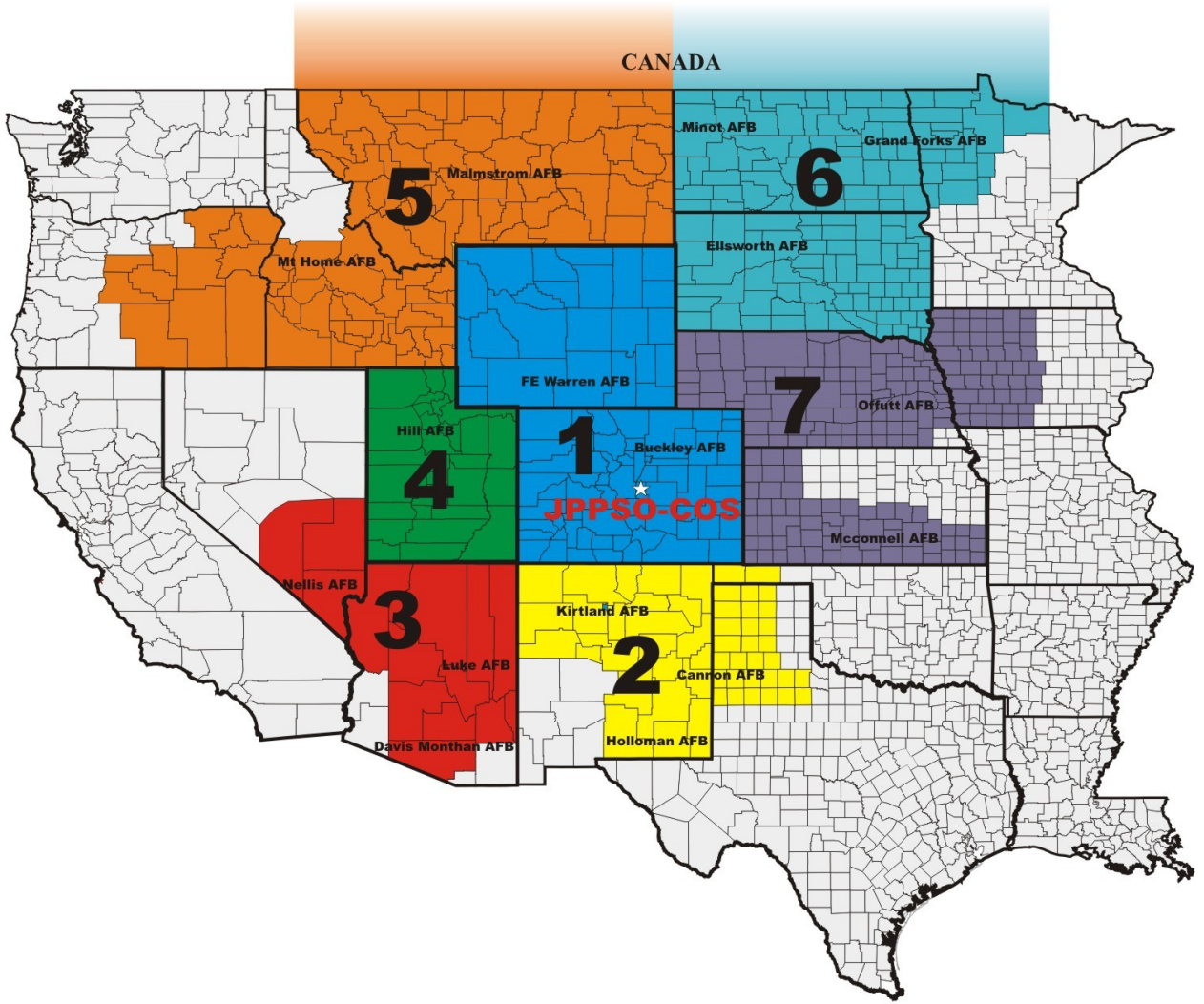
"Keeping the member informed"

JPPSO Regionalization Goal

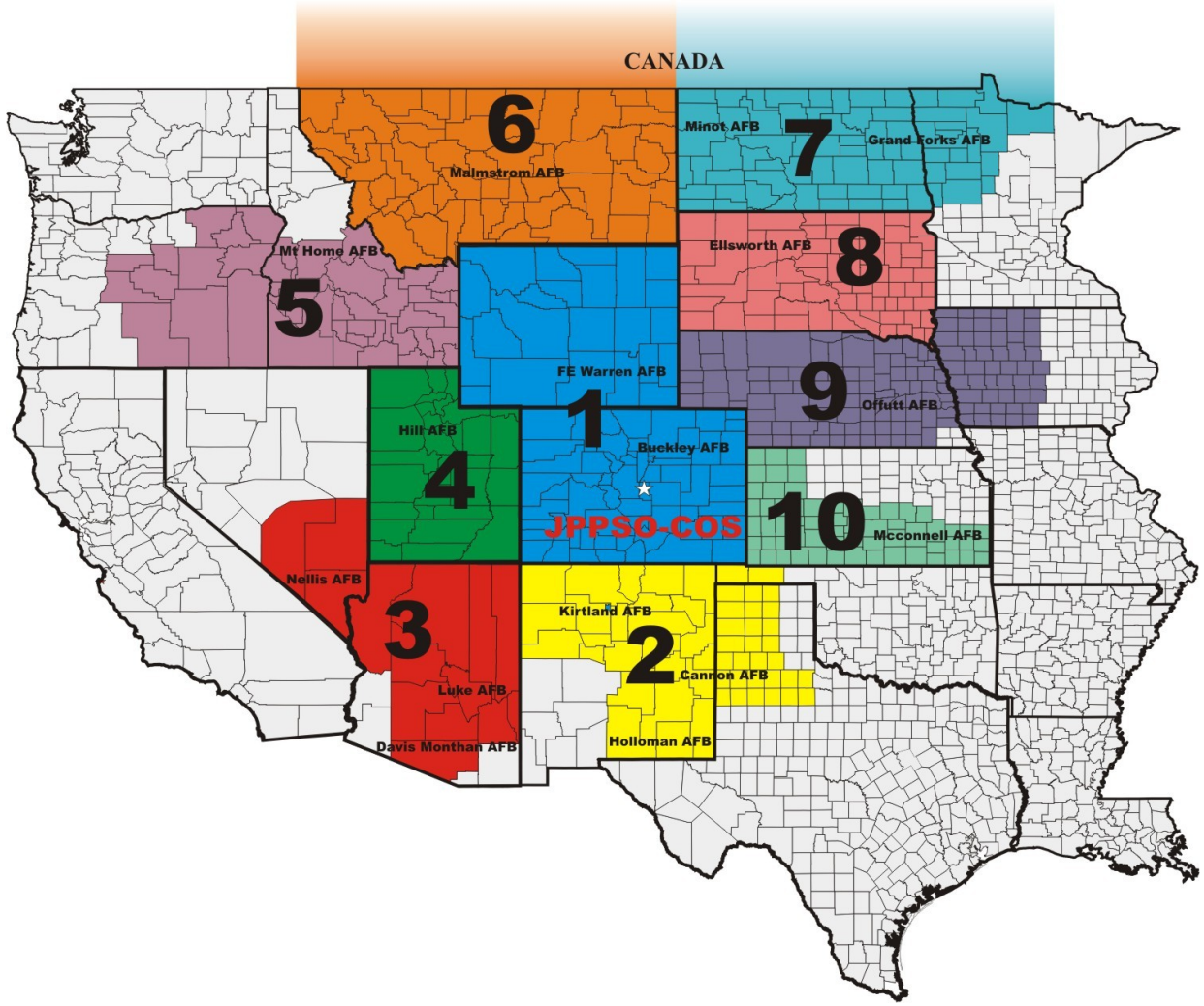
"Providing quality one-on-one customer service"

PPPO Regionalization Goal

JPPSO-COS AOO (Current)



JPPSO-COS AOO Restructure



Summer Season Lessons Learned

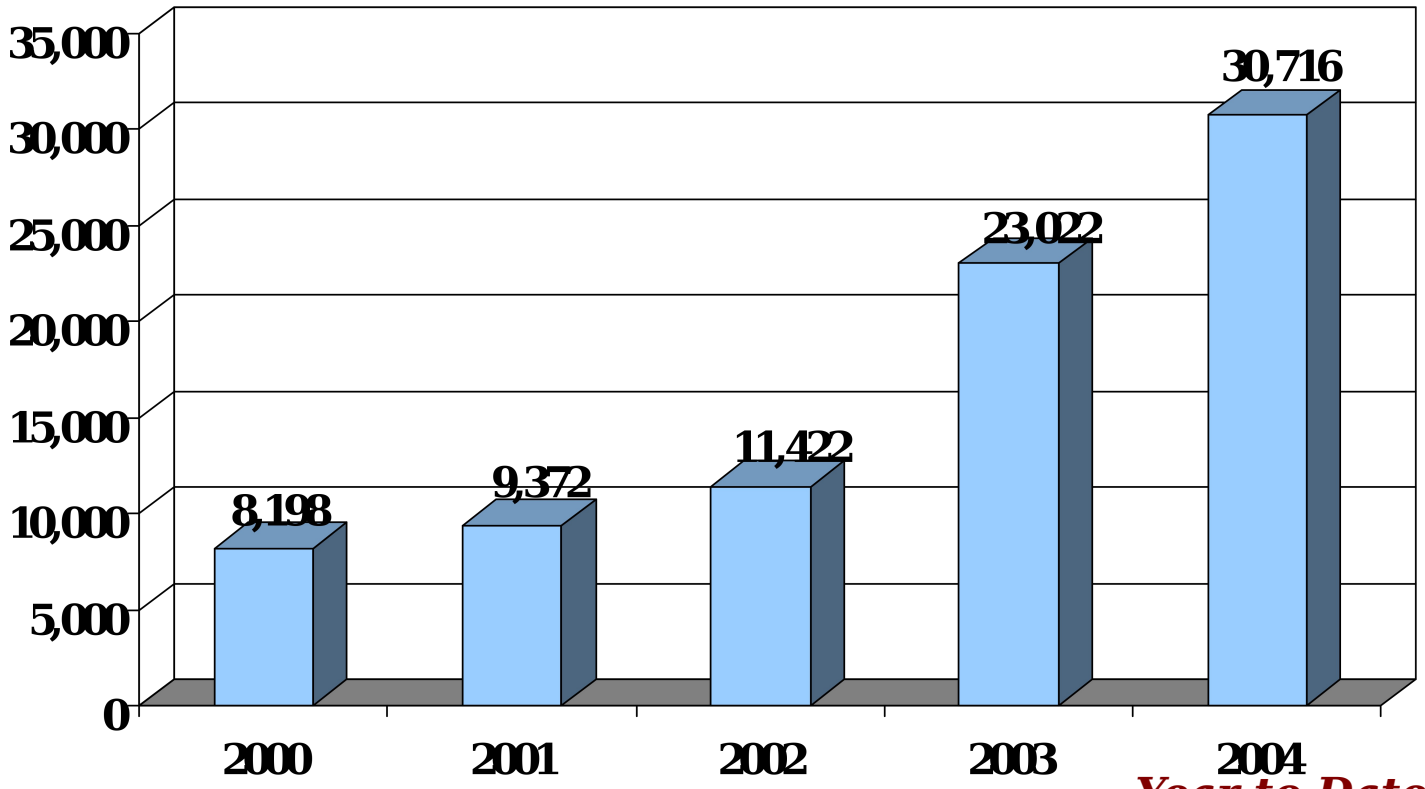
- **Extensive Pre-Season Planning**
  - Identify Requirements/Goals
- **Documentation**
  - Print 2 weeks out
  - EBLs – JPPSO-San Antonio
- **Outbound**
  - Book 30-days out
  - Automatic notification to customer
- **DD1780 Processing**
  - Cumbersome Single Printing Process
    - *Batch Printing Script*
  - Automated Process – JPPSO-San Antonio
- **Inbound Peak Periods**
  - Long waiting periods for telephone customers
    - *Realigned Personnel*
    - *Augment with Customer Service Section*

2005 Strategic Initiatives

- **Develop Strategic Vision for 2005**
  - Establishing “Service Level Objectives”
  - Media Blitz
    - *Keep all Parties Informed*
    - *Newsletter/Web – JPPSO Express*
    - *Identify Trends*
  - Training
- **Movement Process – Date Timeline**
- **Commercial Business Practices**
  - USAA Call Center Processes
  - Carrier Organization

JPPSO-COS Statistics

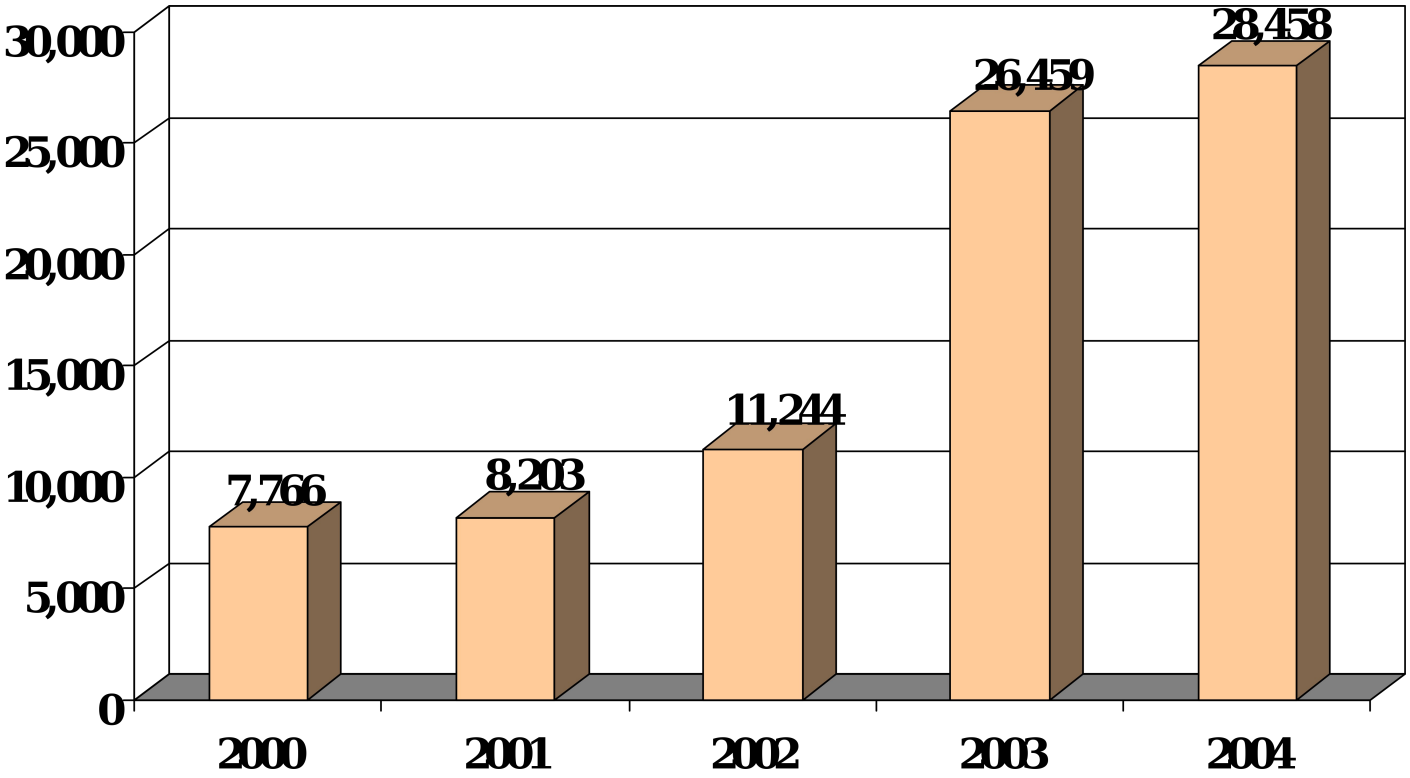
Outbound Shipments



Year to Date
As of 30 Sep 04

JPPSO-COS Statistics

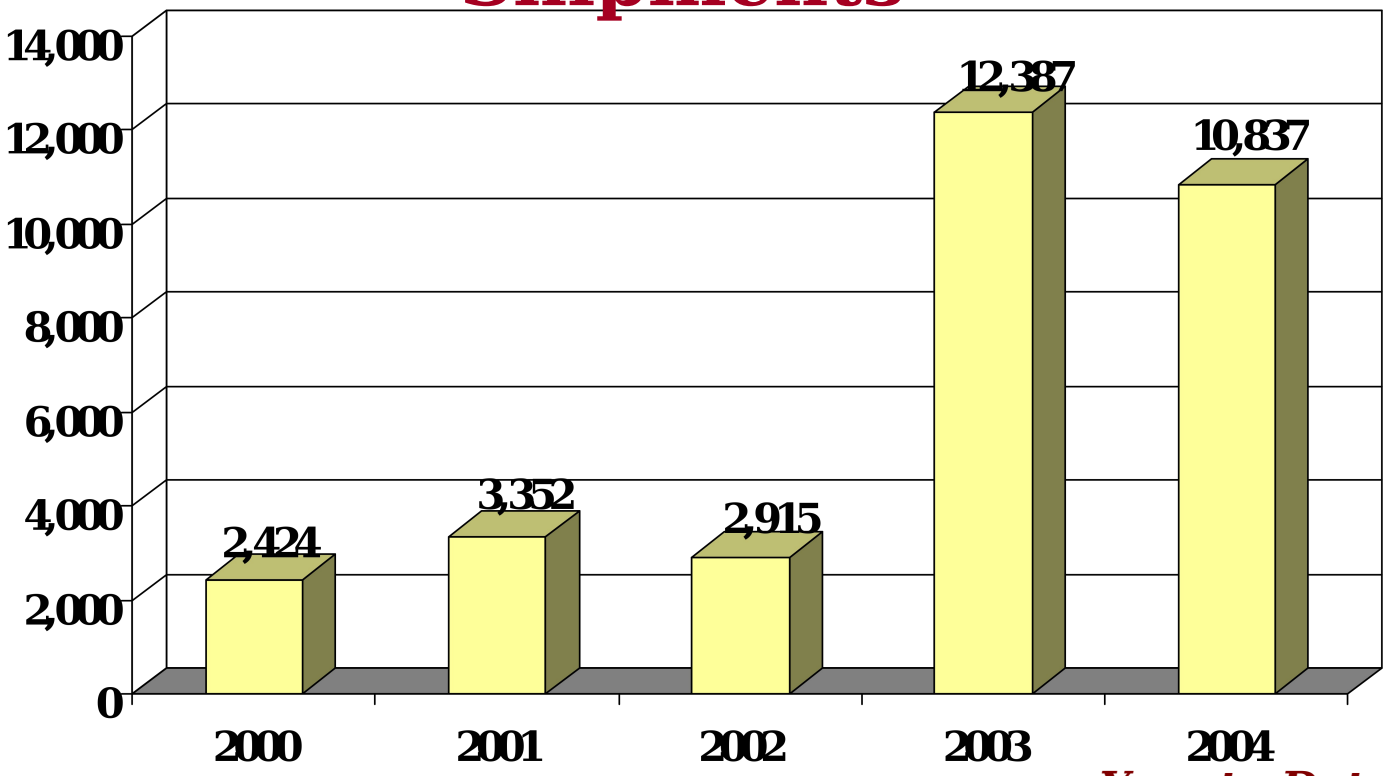
Inbound Shipments



Year to Date
As of 30 Sep 04

JPPSO-COS Statistics

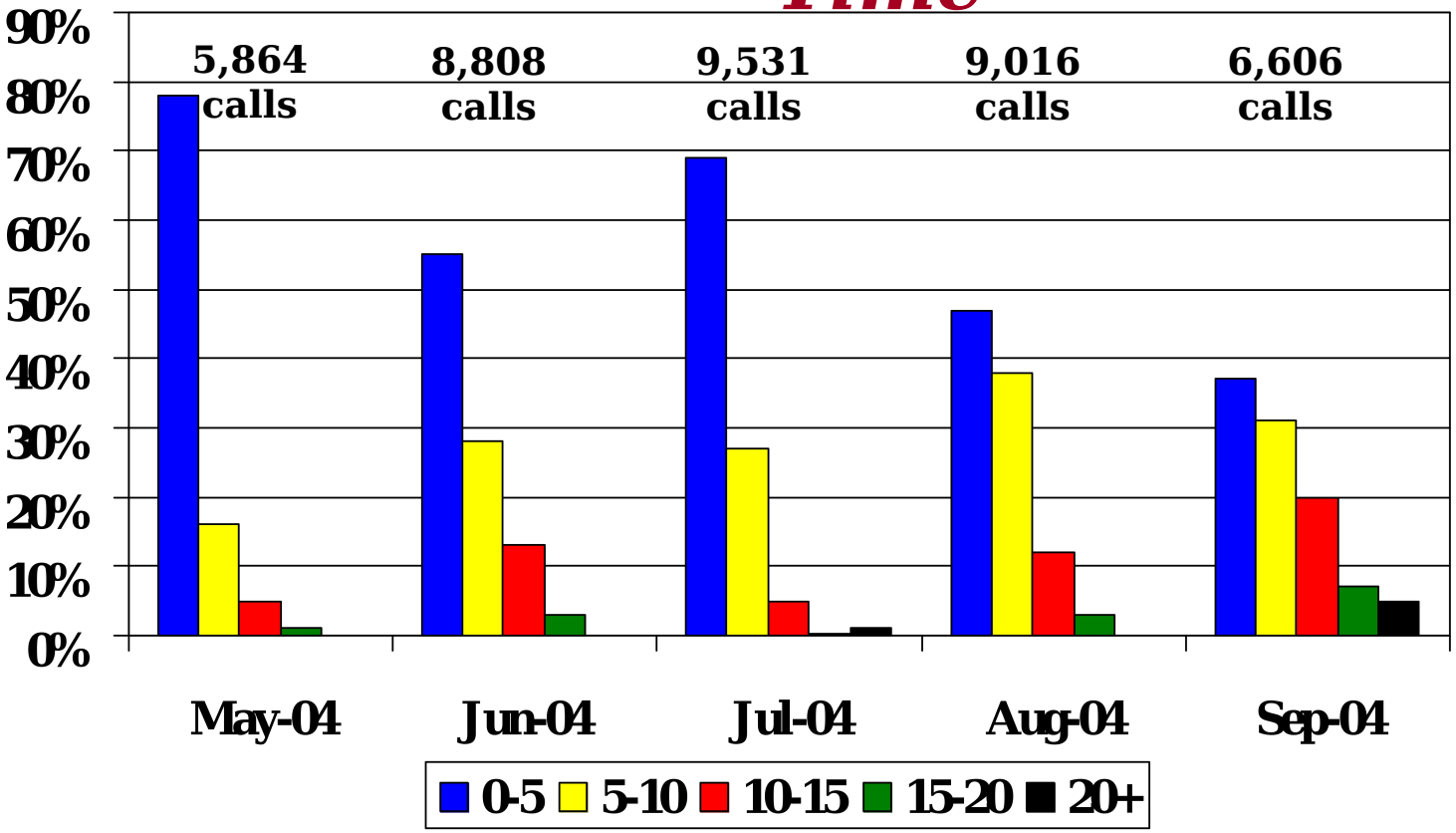
Permanent Storage Shipments



Year to Date
As of 30 Sep 04

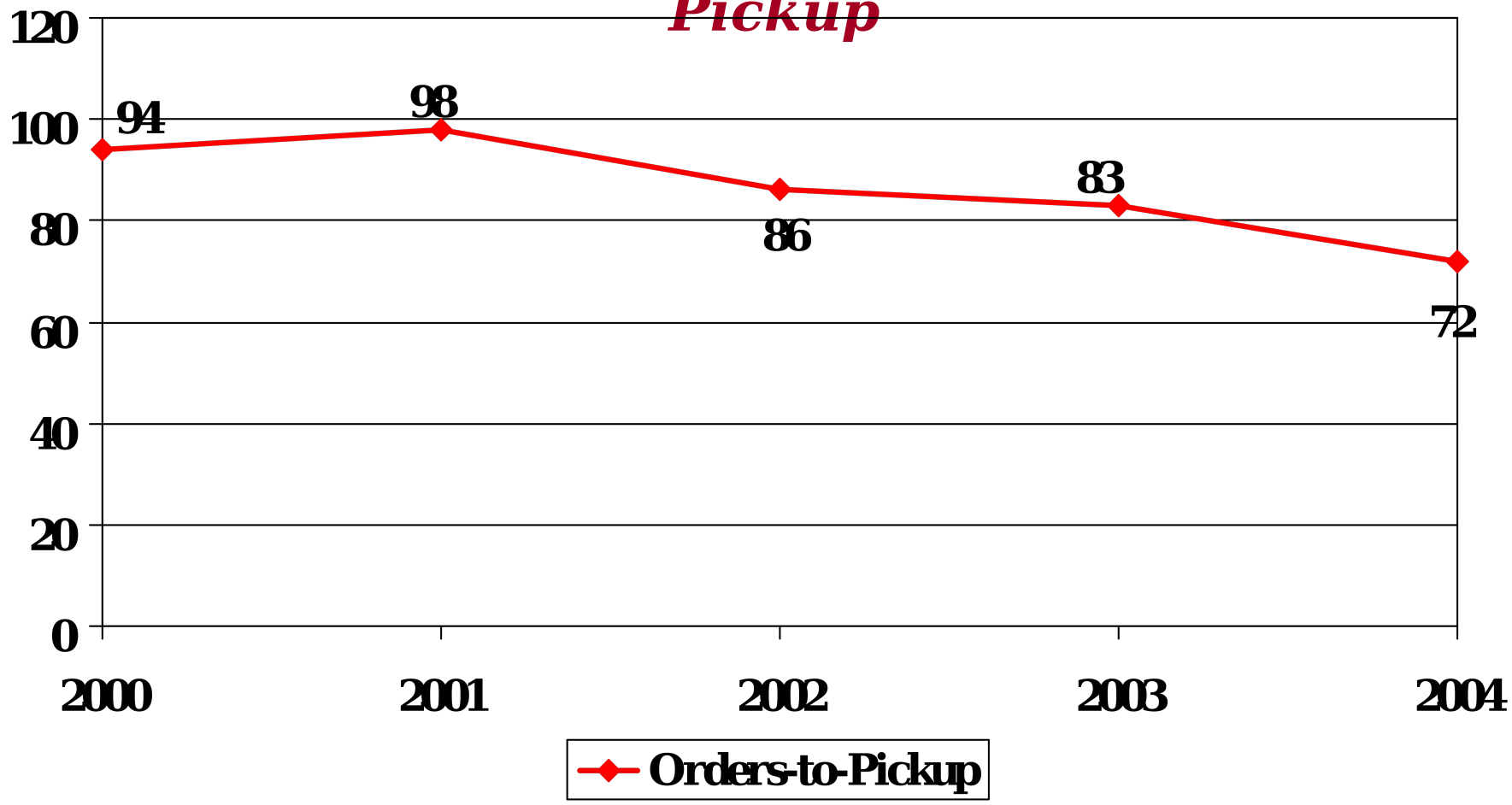
JPPSO-COS Statistics

Average Call Waiting Time



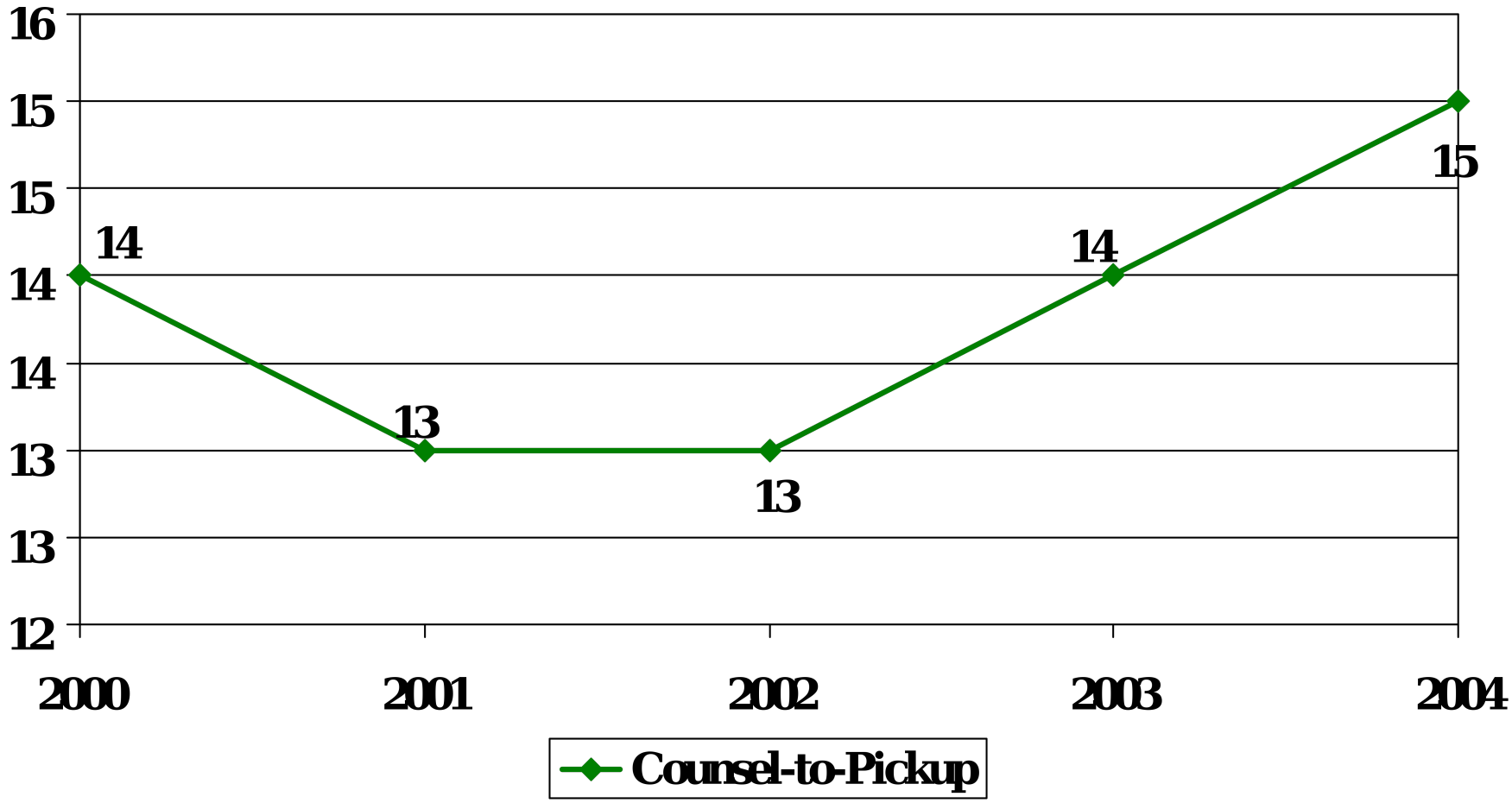
JPPSO-COS Statistics

Average Days from Receipt of Orders to Pickup



JPPSO-COS Statistics

Average Days from Counseling to Pickup



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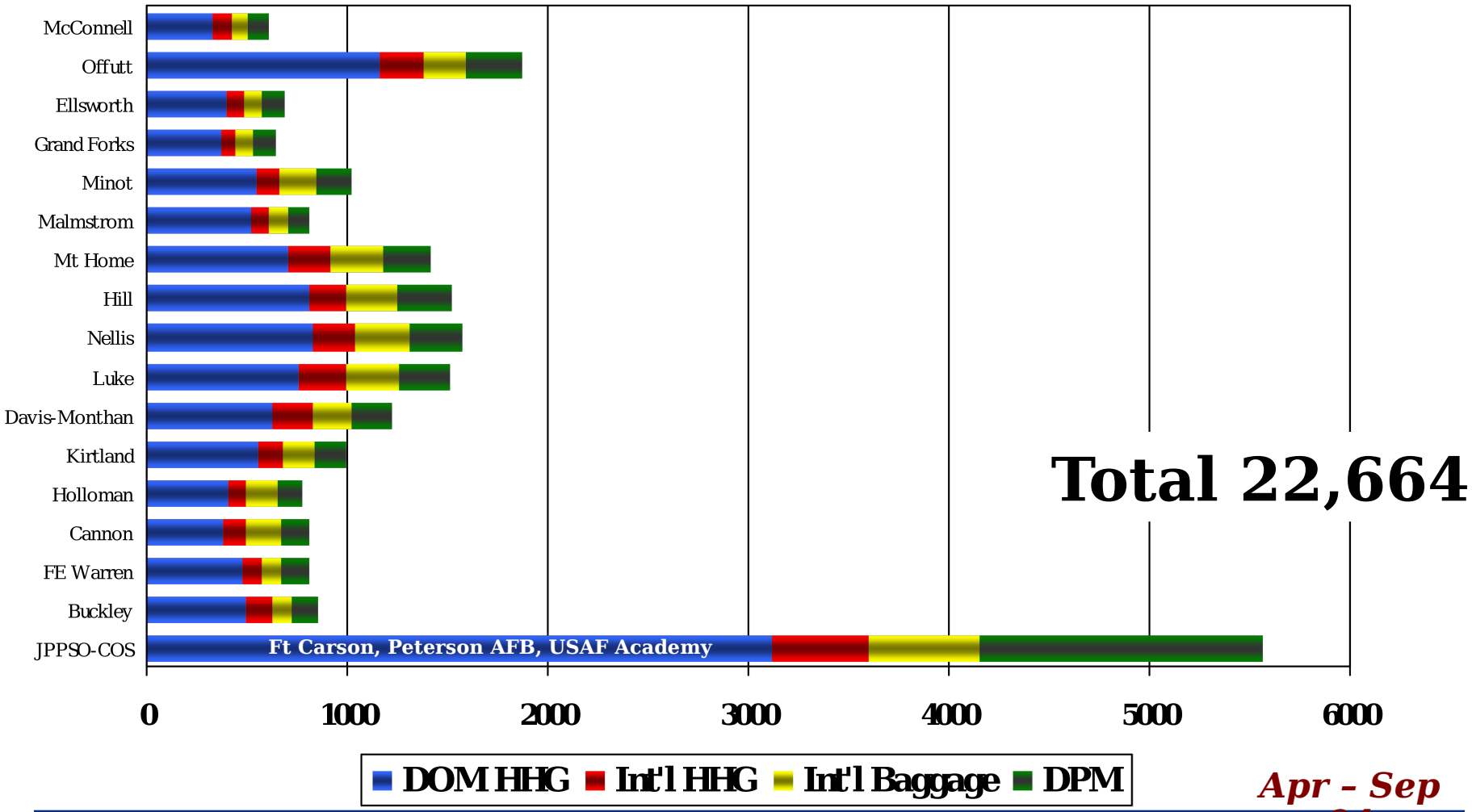
Summer 2004 Statistics Outbound Shipments

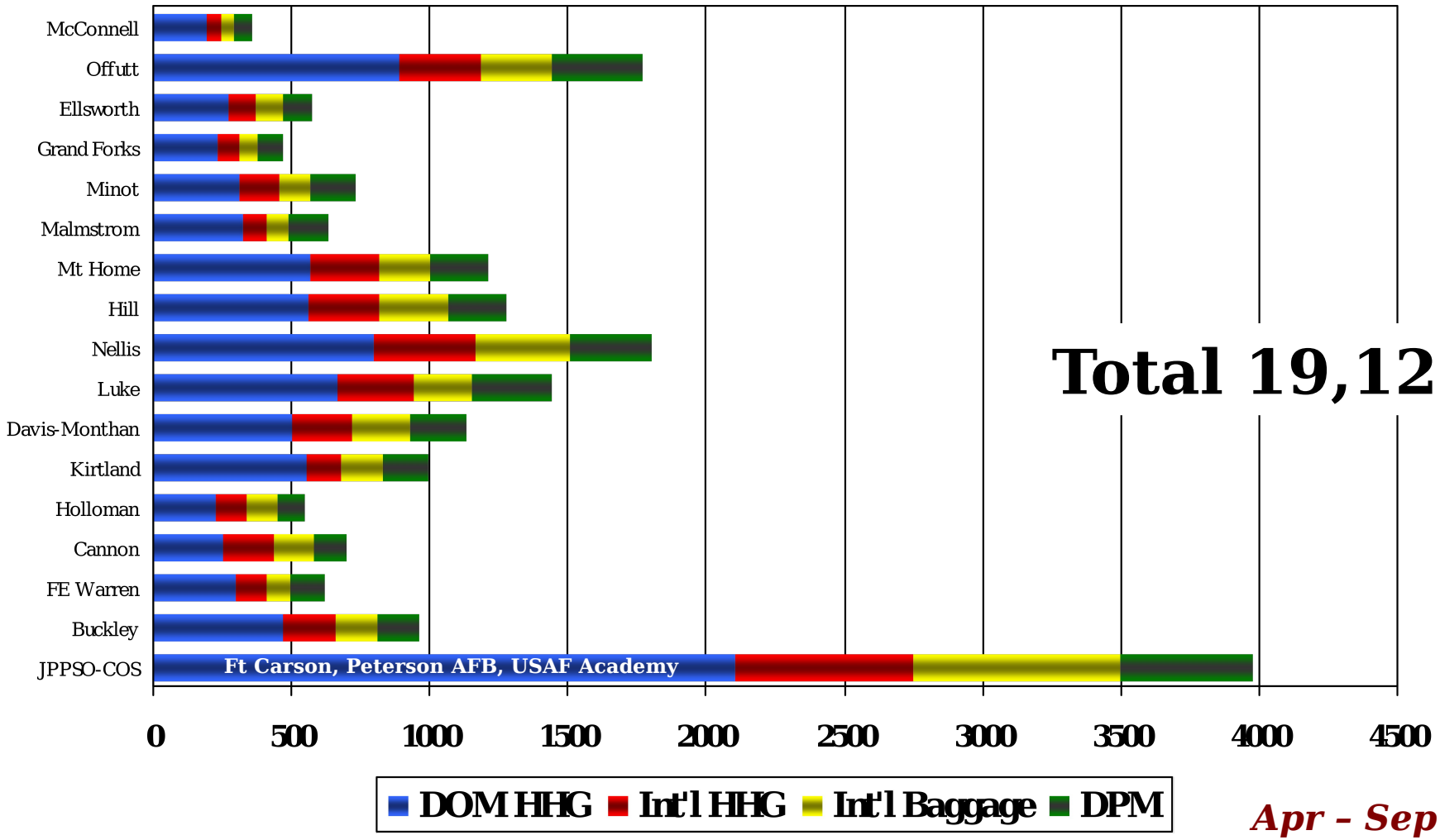


Total 22,664

Apr – Sep 04

JPPSO-Colorado Springs

Summer 2004 Statistics Inbound Shipments

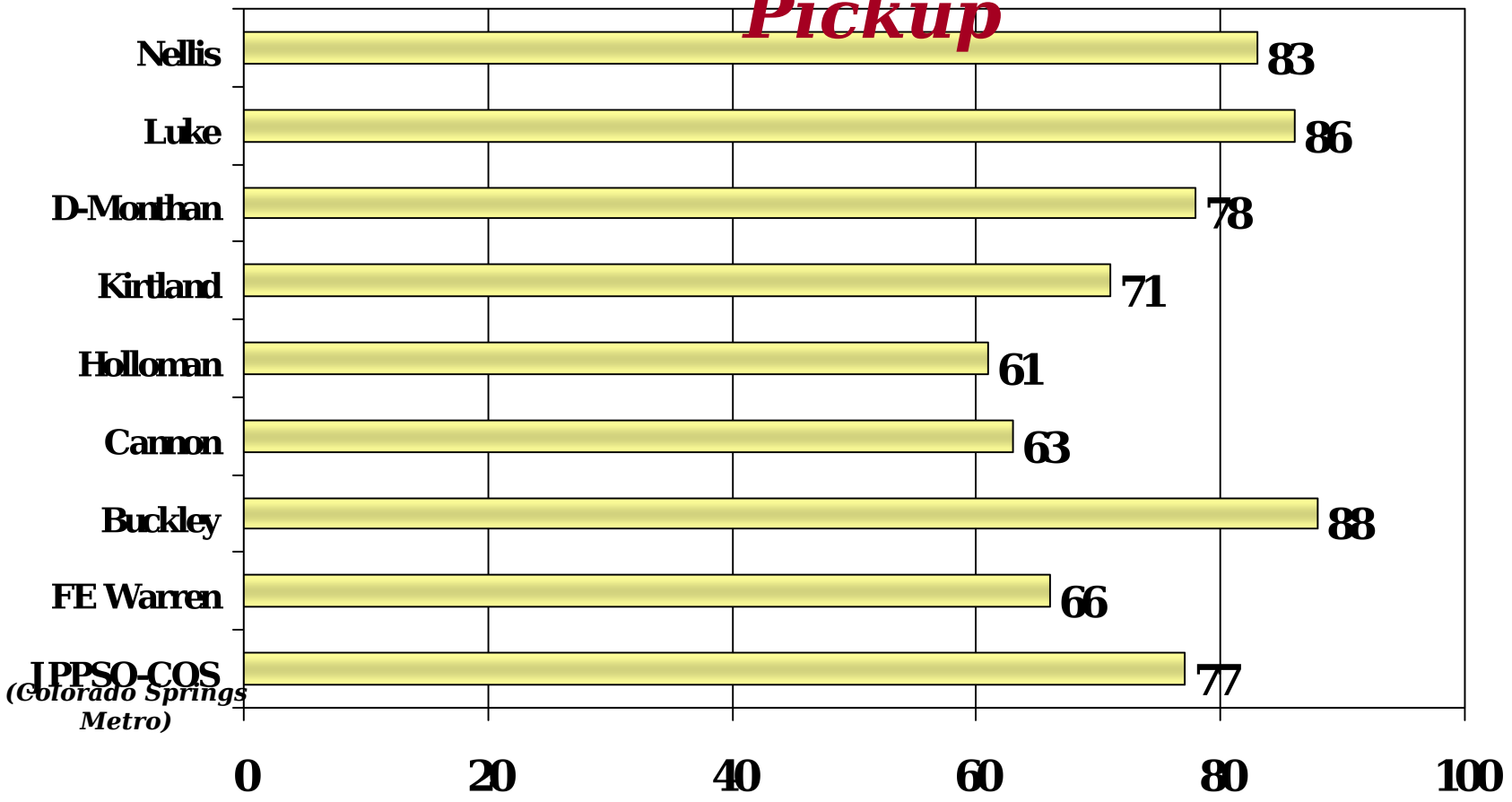


Total 19,122

Apr – Sep 04

JPPSO-COS Statistics

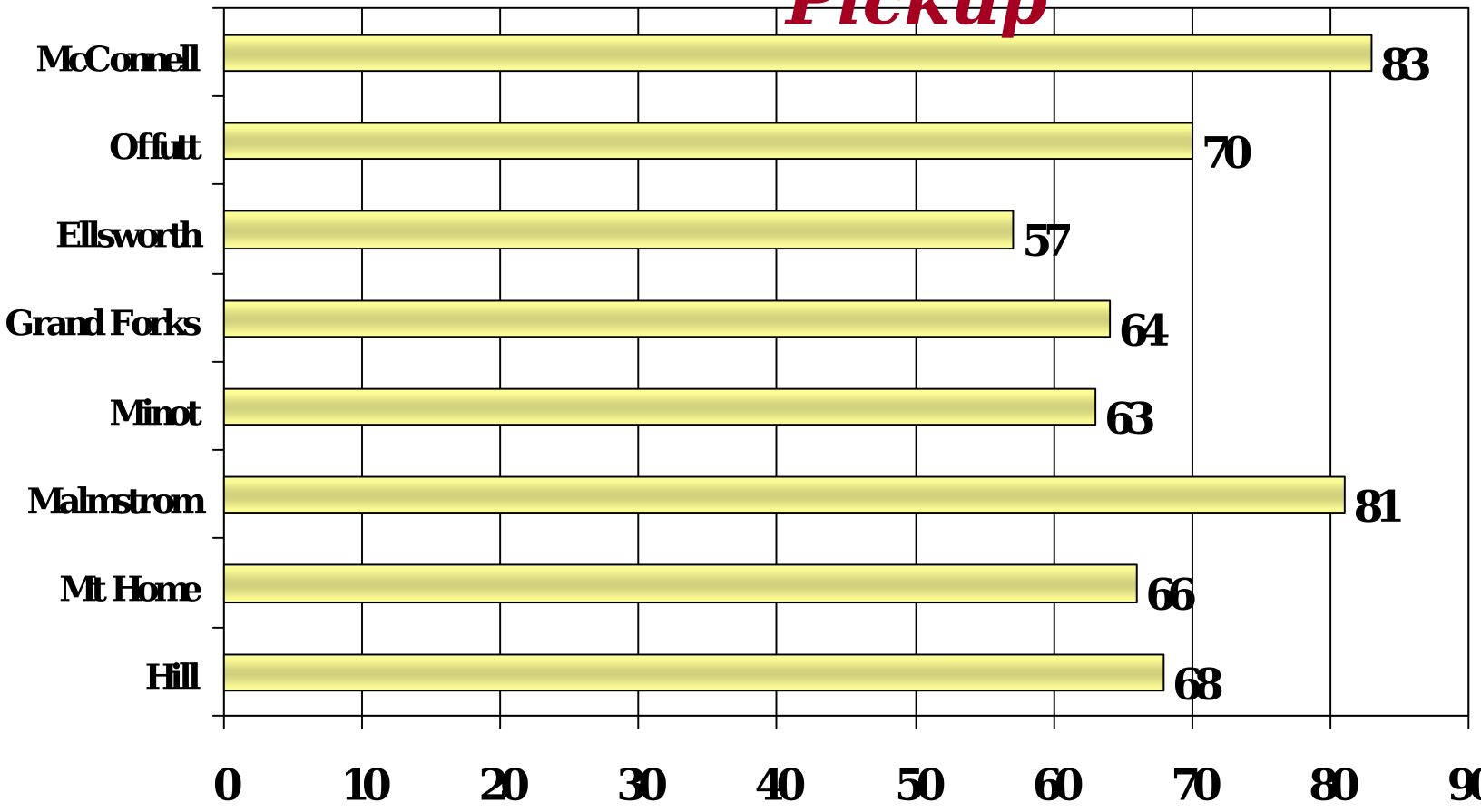
Average Days PCS Orders to Pickup



Year to Date As of 30 Sep 04

JPPSO-COS Statistics

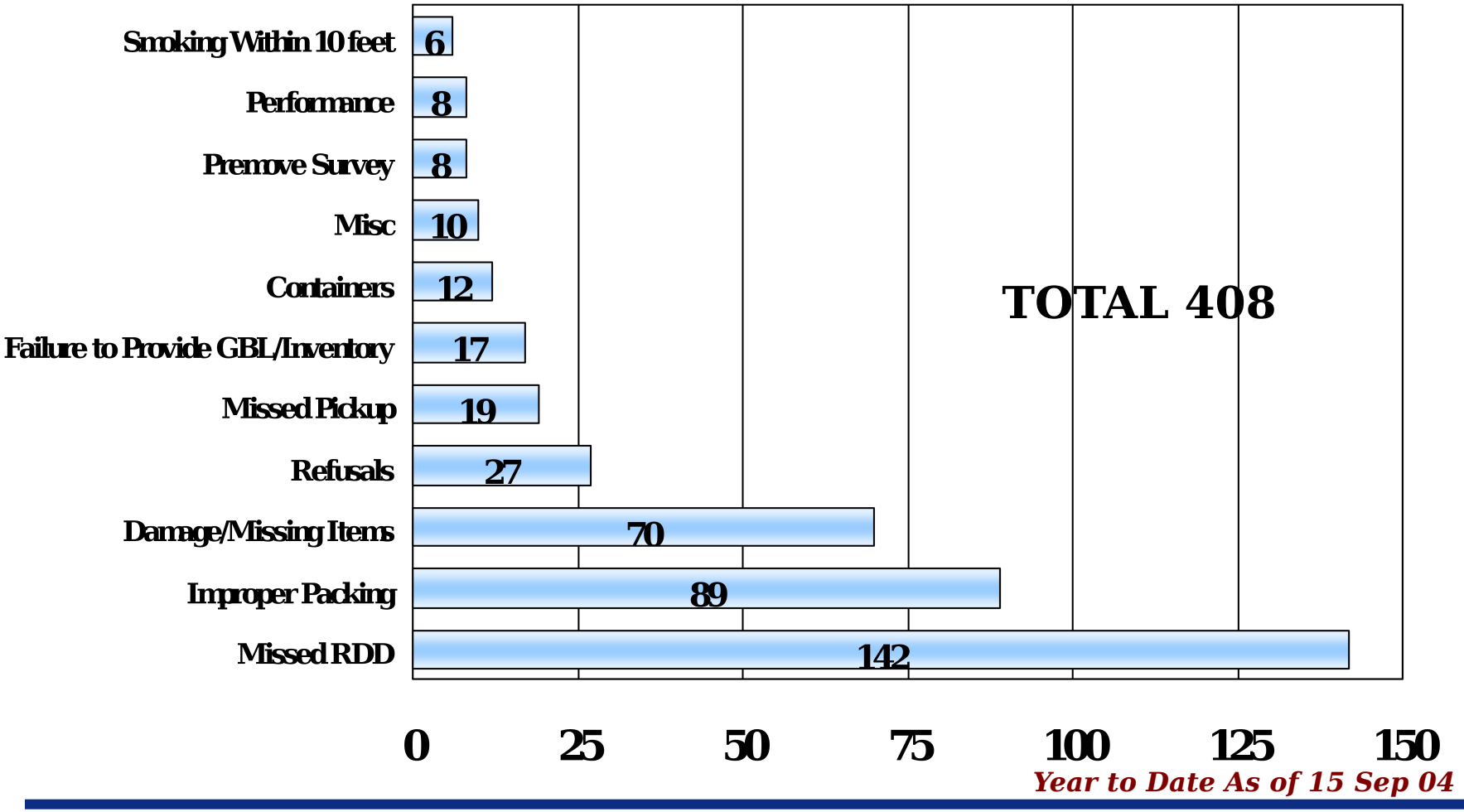
Average Days PCS Orders to Pickup



Year to Date As of 30 Sep 04

JPPSO-COS Statistics

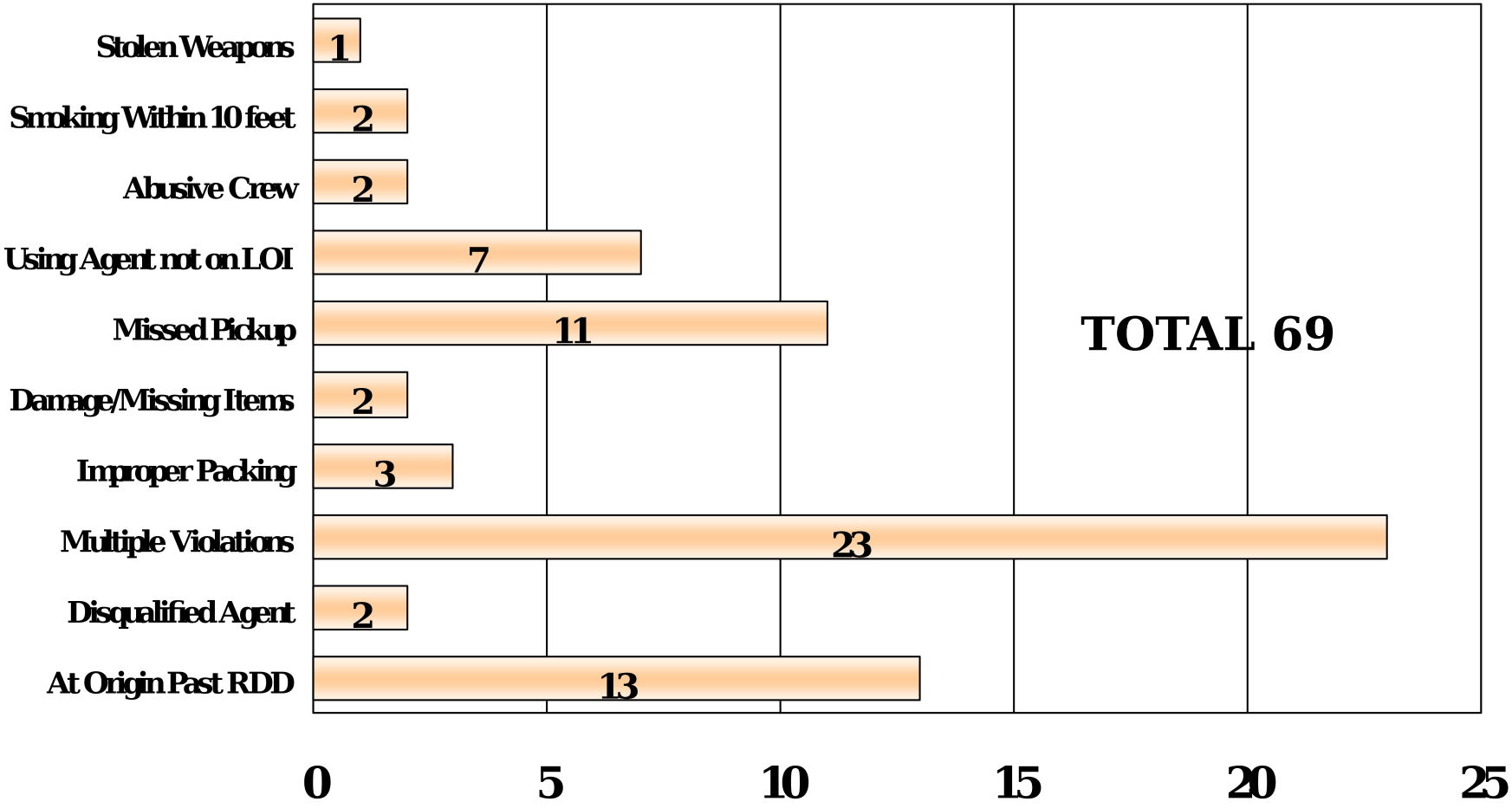
Letters of Warning



Year to Date As of 15 Sep 04

JPPSO-COS Statistics

Letters of Suspension



Year to Date As of 15 Sep 04